

FIG. 1A: STRUCTURE OF AN INDOC TOOL

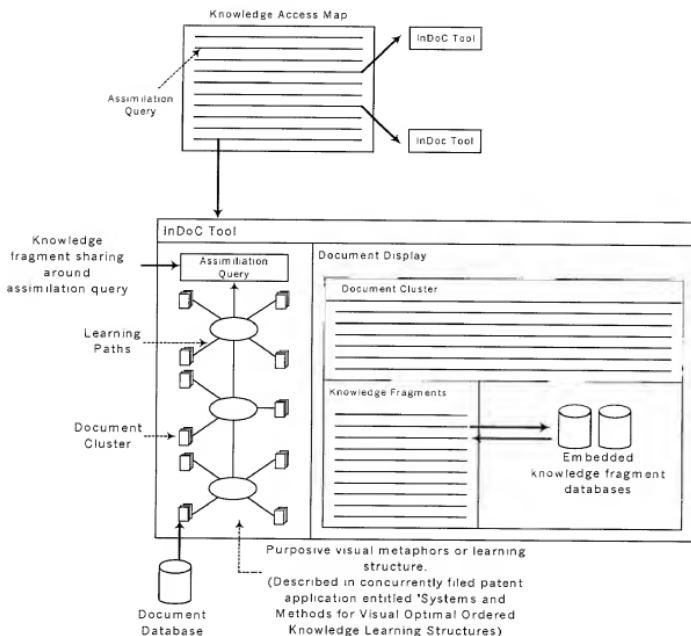
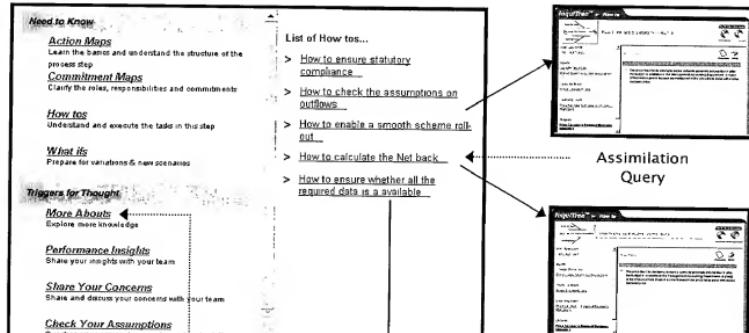


FIG. 1B: EXAMPLE OF AN INDOC TOOL

Knowledge Encounter Map



Access to Knowledge encounter

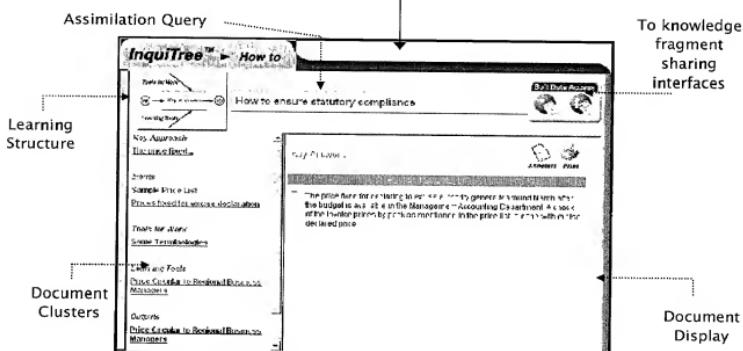
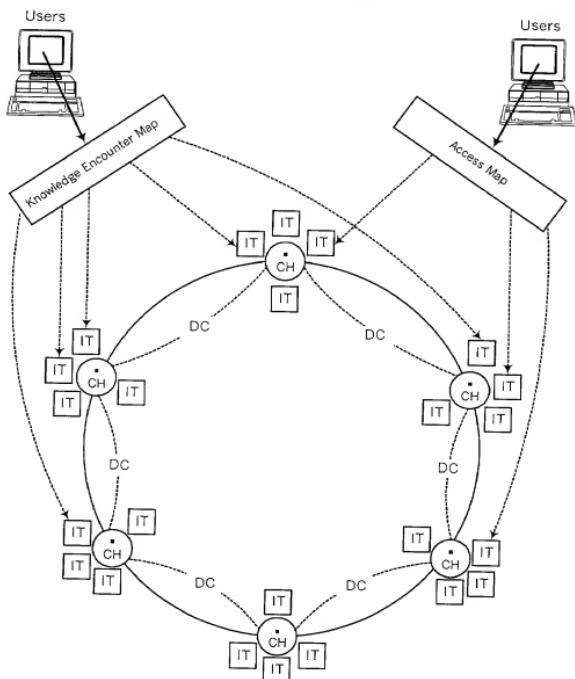


FIG. 2: COMPONENTS OF INDOC NET



1. Users are able to select appropriate InDoc Tools (IT), through the knowledge encounter maps or access maps. They can add and access knowledge fragments.
2. The fragments are stored in the Content Hubs (CH) and transmitted across the system.
3. This transmission is, using a communication protocol based on "dimensions of concern" (DC)

FIG. 3: INDOC OPERATIONS

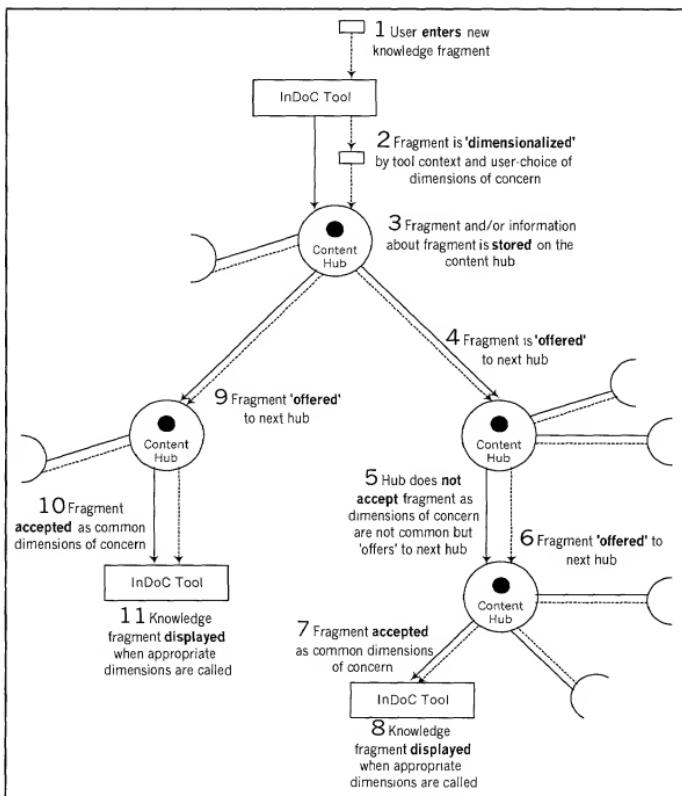


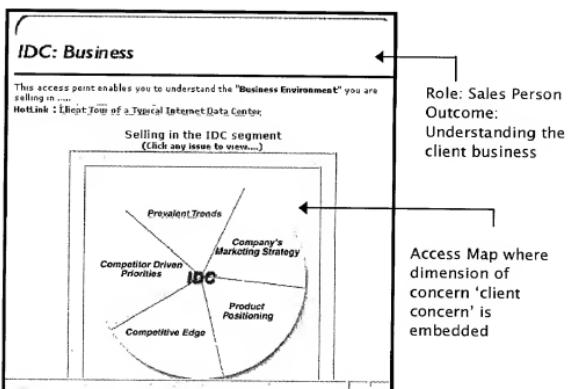
FIG. 4: EXPERIENCE SHARING INTERFACES

The image displays three overlapping windows representing different stages of an experience sharing interface:

- Latest Concerns:** This window shows a list of concerns. It includes a header with a user icon and the text "Latest Concerns | Concerns Archives". Below this, under "Latest Concerns", is a list of items:
 - > How do we reduce costs in this step? - Host: Rohit Sinha Date: 05/04/01
 - > How can we increase the speed in adoption of the scheme? - Host: Gurum Das, Date: 05/04/01
- Share your Concerns:** This window is titled "Share your Concerns" and features a "Reply" icon. It contains a question "How do we reduce costs in this step ?" and a response from "Host: Rohit Sinha, Date: 05/04/01" stating, "If we can plan well ahead and estimate costs in the range of".
- Responses:** This window is titled "Responses" and contains a "Share your Concerns" sub-header. It shows a list of responses:
 - Comment by Gurum Das, Date: 05/04/01
 - Comment by Gurum Das, Date: 05/04/01Below this is a form for entering a new response, with fields for "Response By" (Name Surname) and "Date" (19/01/02), and a text area for "Enter Response" with the placeholder "enter response here".

FIG. 5: EXAMPLE OF INDOC OPERATIONS

5.1:



5.2:

Internet Data Center (IDC)

Key Related Topics

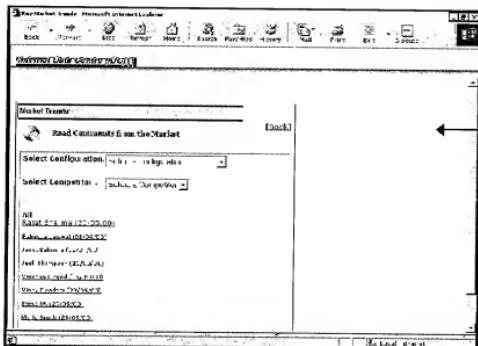
Company Statistics

Market & Analysis

Analysis Comments

Document clusters delivered around access map outcome 'understanding the client business' for a sales person

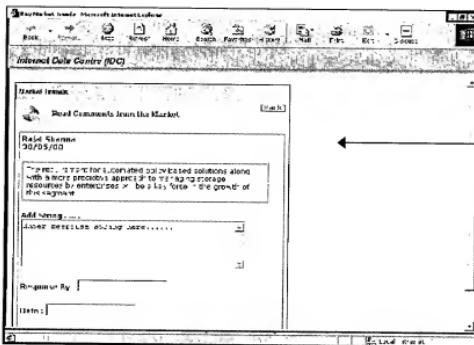
5.3:



Orthogonal dimensions of concern

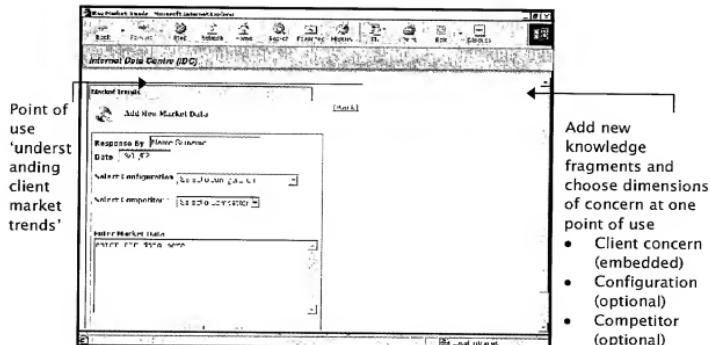
- Client concern (embedded)
- Configuration (optional)
- Competitor (optional)

5.4:

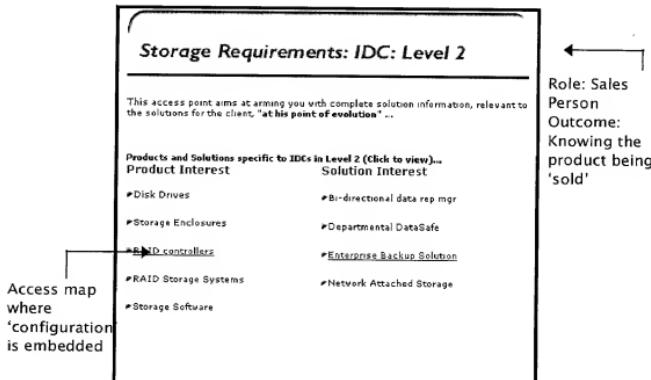


View knowledge fragments and append strings to existing fragments

5.5:

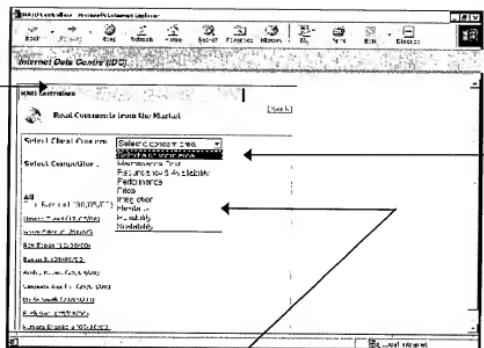


5.6:



5.7:

Point of use
'knowing
about the
product'



Specifying 'points of concern' within an orthogonal dimension of concern

Retrieve knowledge fragments through different points of use around different outcomes, on common dimensions of concern

FIG. 6A: EXAMPLE OF KNOWLEDGE SHARING AT THE 'STRUCTURE LEVEL'

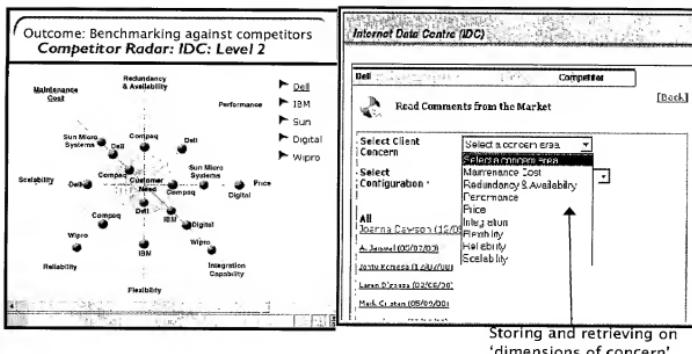


FIG. 6B: EXAMPLE OF KNOWLEDGE SHARING AT THE 'CONTENT LEVEL'

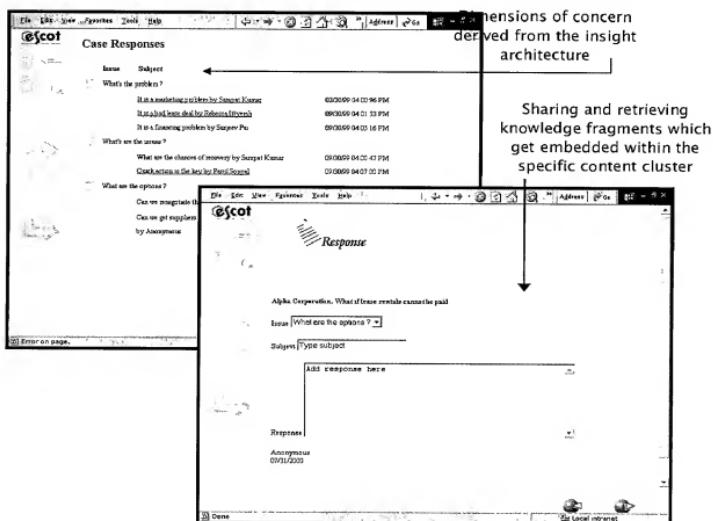
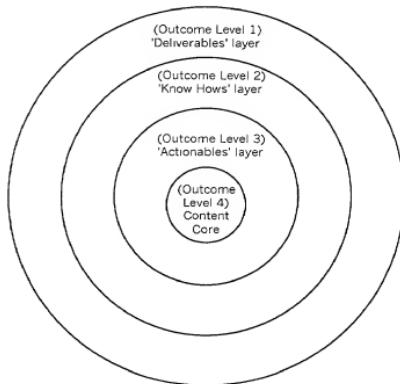
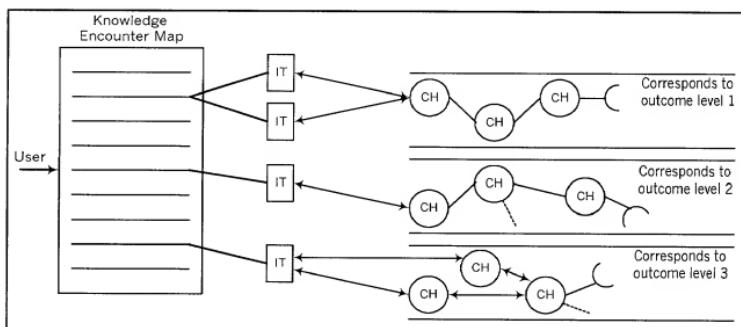


FIG. 7: DISTINCT SHARING LAYERS BASED ON OUTCOME LEVELS/PERSPECTIVES FOR ANY ORGANIZATION

7.1: Layers



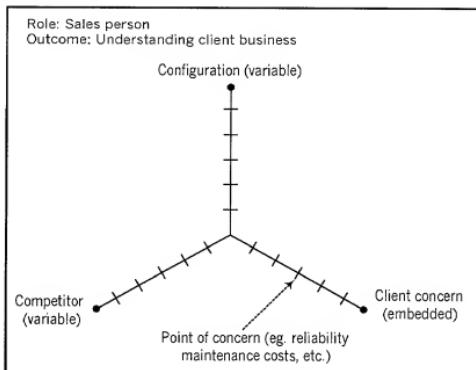
7.2: Content Sharing in each Layer



IT: InDoC Tool
CH: Content Hub

FIG. 8: BASIS FOR KNOWLEDGE FRAGMENT SHARING PROTOCOL

8.1: Dimensions of Concern



8.2: Example

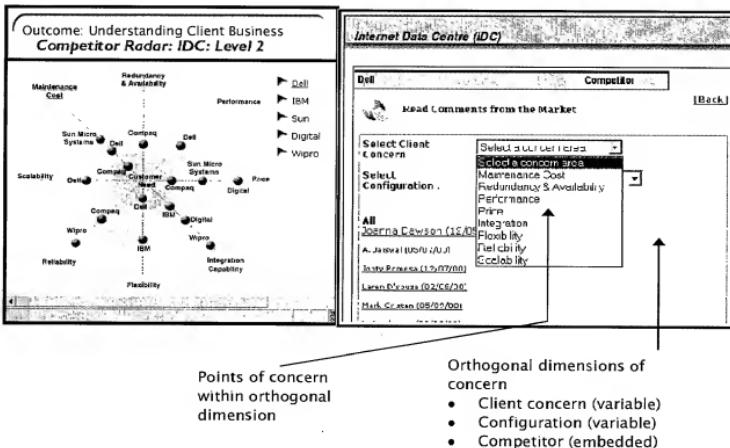
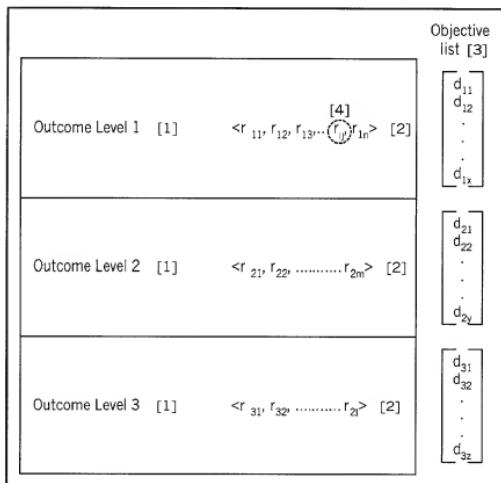


FIG. 9: LAYERED APPROACH TO IDENTIFY KNOWLEDGE SHARING PROTOCOL



- [1] Knowledge sharing takes place within an outcome level, defined by a role perspective.
- [2] Each outcome set is made up of 'view sets', each having a set of outcomes

$$r_i = \langle o_1, o_2, \dots, o_p \rangle$$

- [3] Each outcome level, has a universal 'objective list' comprising of dimensions of concern relevant to that level.
- [4]
 - A view set has one or more orthogonal dimensions of concern from the objective list within that level, relevant to it



- This orthogonal set of dimensions is applicable to all the outcomes within that view set.

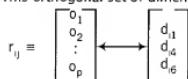
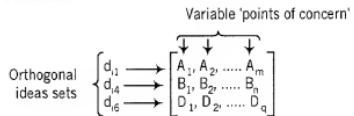


FIG. 9.1

- Each dimension of concern is an idea set comprising of numerous 'points of concern' which may be variable.



- Sharing of knowledge fragments takes place on common dimensions of concern.

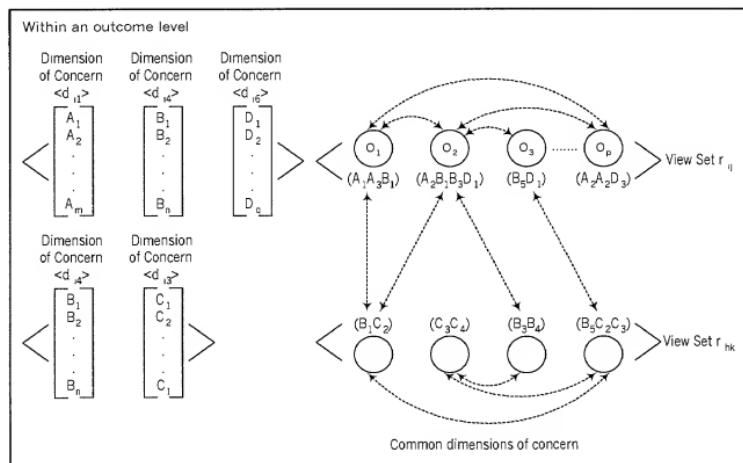


FIG. 10: FUNCTIONS OF THE CONTENT HUB

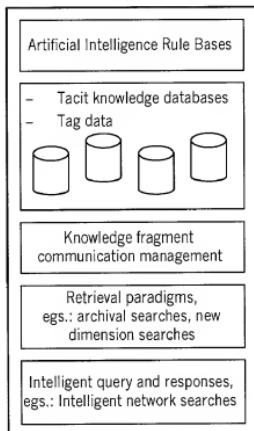
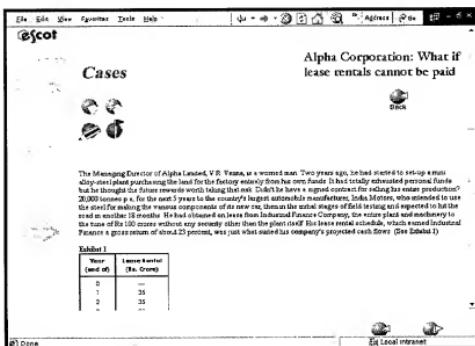


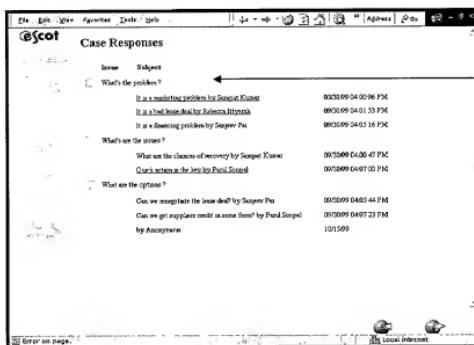
FIG. 11: SPECIALIZED INDOC NET EMBODIMENTS

11-a: Case Studies

11a.1:

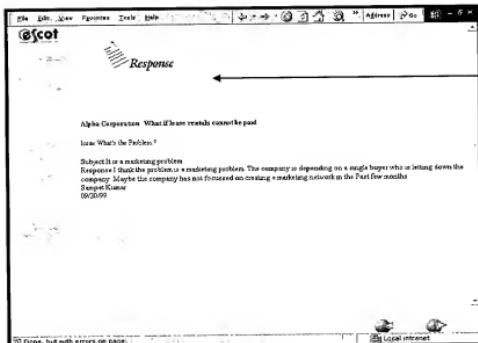


11a.2:



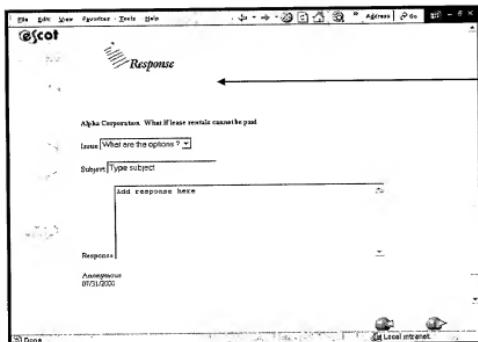
Dimensions of concern derived from the insight architecture

11a.3:



Retrieve tacit knowledge fragments embedded in the document cluster

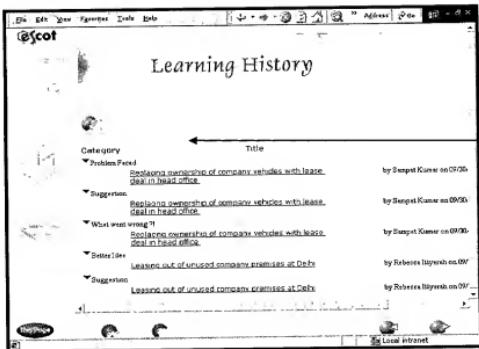
11a.4:



Add tacit knowledge which gets embedded into the document cluster in the content structure

11.b: Learning History

11.b.1:



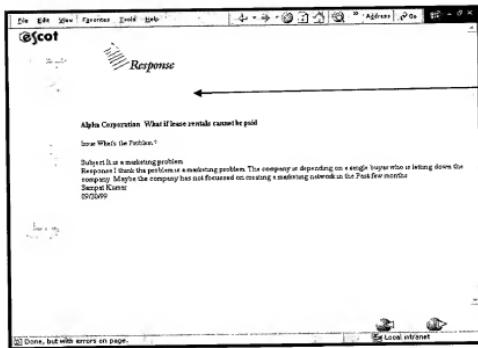
The screenshot shows a web-based interface for 'Learning History' on the @scot platform. The page title is 'Learning History'. On the left, there is a sidebar with a 'Category' dropdown menu. The main content area lists several entries under the 'Title' column:

| Title | by | Date |
|---|-------------------|-------|
| Replacing ownership of company vehicles with lease deal in head office. | by Swapnil Kumar | 07/05 |
| Replacing ownership of company vehicles with lease deal in head office. | by Swapnil Kumar | 08/05 |
| Replacing ownership of company vehicles with lease deal in head office. | by Swapnil Kumar | 09/05 |
| Lessons out of unused company premises at Delta | by Rebeca Hayashi | 09/05 |
| Lessons out of unused company premises at Delta | by Rebeca Hayashi | 09/05 |

On the right side of the interface, there is a vertical sidebar with icons for 'Local intranet' and 'Logout'.

Dimensions of concern derived from the insight architecture

11b.2:



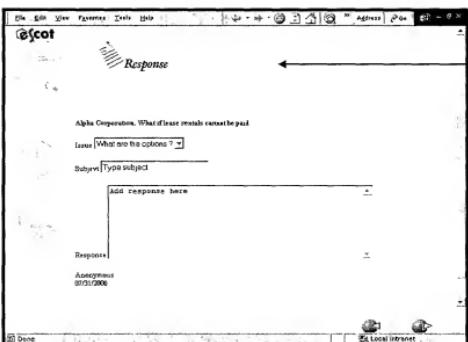
The screenshot shows a web-based interface for 'Response' on the @scot platform. The page title is 'Response'. The main content area displays a document cluster with the following text:

Alpha Corporation: What if these rentals cannot be paid
Some What If Problems?
Subsidiary is a marketing problem
Response: I think the problem is a marketing problem. The company is depending on a single import when it is letting down the entire market. Maybe the company has not focused on creating marketing interest in the first five months
Swapnil Kumar
07/05/09

On the right side of the interface, there is a vertical sidebar with icons for 'Local intranet' and 'Logout'.

Retrieve tacit knowledge fragments embedded in the document cluster

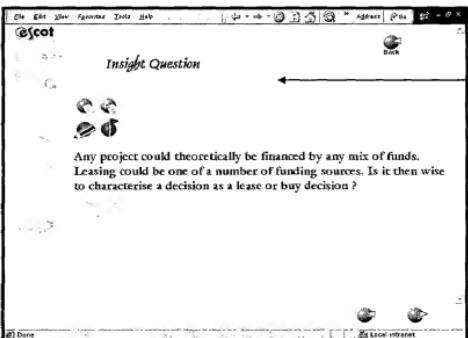
11b.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

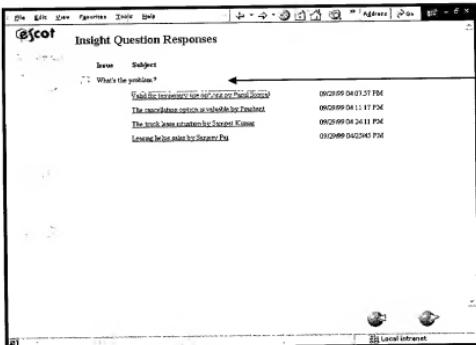
11.c: Insight Questions

11.c.1:



Dimensions of concern derived from the insight architecture

11c.2:



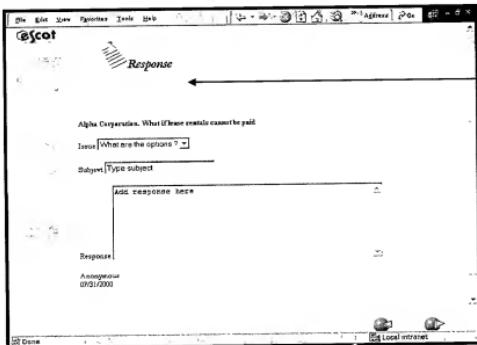
The screenshot shows a web-based application window titled "Insight Question Responses". The interface includes a menu bar with "File", "Edit", "View", "Properties", "Tools", and "Help". Below the menu is a toolbar with icons for back, forward, search, and other functions. The main content area is titled "Issue Subject" and contains a list of questions with their details:

| Issue | Subject | Date |
|----------------------|---|----------------------|
| What's the position? | Value for inventory use in/ via/ on/ from/ to/ | 09/26/09 04:01:37 PM |
| | The reconciliation option is available by Product | 09/26/09 04:11:17 PM |
| | The truck lease creation by Support Kusum | 09/26/09 04:24:11 PM |
| | Leasing behavior by Strategic Fu | 09/26/09 04:24:54 PM |

On the right side of the interface, there is a text box with the following description:

Retrieve tacit knowledge fragments embedded in the document cluster

11c.3:



The screenshot shows a web-based application window titled "Response". The interface includes a menu bar with "File", "Edit", "View", "Properties", "Tools", and "Help". Below the menu is a toolbar with icons for back, forward, search, and other functions. The main content area is titled "Response" and contains a form with the following fields:

Alpha Corporation. What if lease rentals cannot be paid

Issue:

Subject:

Add response here

Response:

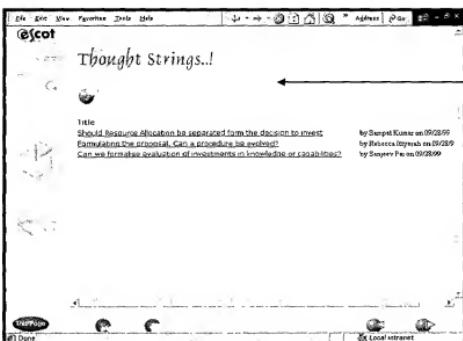
A response
09/26/2009

On the right side of the interface, there is a text box with the following description:

Add tacit knowledge which gets embedded into the document cluster in the content structure

11.d: Thought String

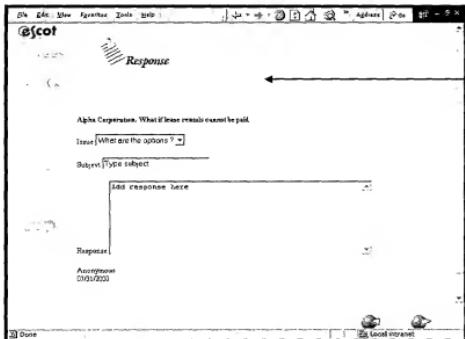
11.d.1:



11.d.2:



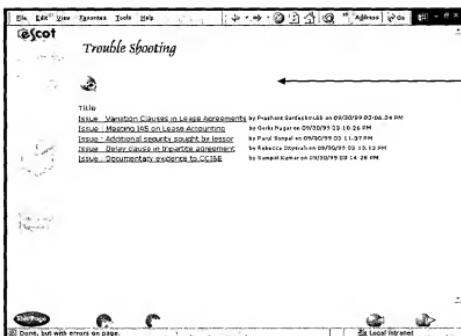
11d.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

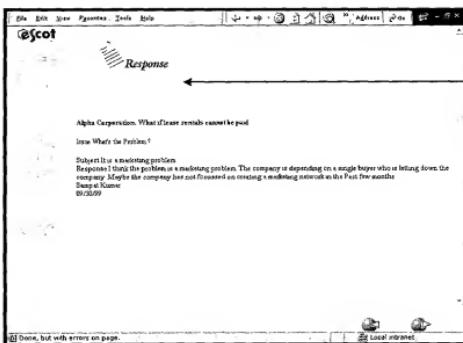
11.e: Trouble Shooting

11.e.1:



Dimensions of concern derived from the insight architecture

11e.2:



Retrieve tacit knowledge fragments embedded in the document cluster

11e.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

FIGURE 12: INTELLIGENT CONTENT AGENTS: AGENT CLASS – INQUIRTREE: TOOL DESCRIPTION “WHAT IF”

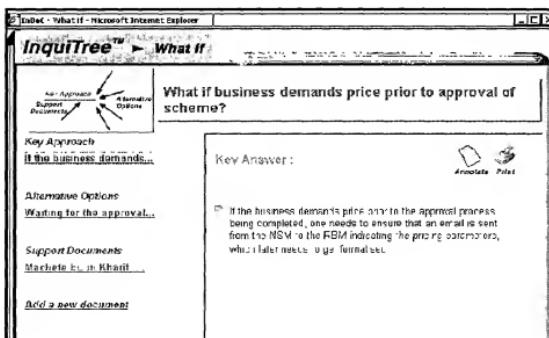


FIGURE 13: RADAR METAPHOR TOOL (EMBODIMENT COMPETITOR RADAR)

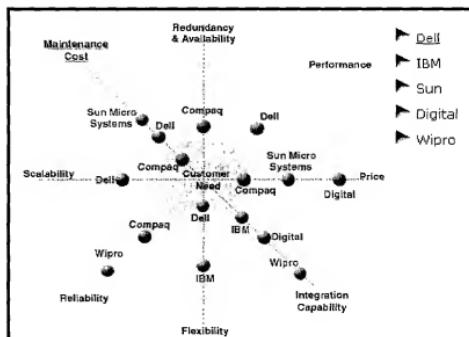


FIGURE 14 A : KNOWHOW DISTRIBUTION IN COMMUNITY OF PRACTICE

Each structure set representing a knowledge transfer protocol

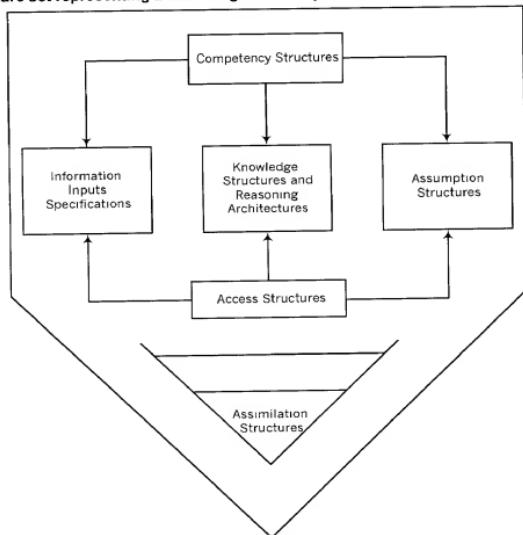


FIGURE 14 B: INTELLIGENT CONTENT HUBS BASED ON THE SHARING LAYERS
DESCRIBED ABOVE

